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| POSITION TITLE: Program Manager Mental Health Drug and Alcohol Service (MHDAS) | DIVISION: MHDAS |
| REPORTS TO: Co-Director MHDAS | DIRECT REPORTS: Team and Cost Centre Managers as determined by Clinical Director and Co-Director MHDAS |
| ENTERPRISE AGREEMENT: Victorian Public Mental Health services Enterprise Agreement 2016-2020; Victorian Public Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017-2021. (EBA depends on qualifications of successful incumbent) | CLASSIFICATION: RPN 6 or equivalent Allied Health Grade 4 or equivalent Psychology |
| APPROVED: Clinical Director MHDAS | APPROVAL DATE: April 2021 |
| PRIMARY OBJECTIVE: | |
| To provide strategic leadership and operational accountability to designated program areas. To ensure services are high quality, innovative, evidence based and uphold the Barwon Health MHDAS principles of recovery oriented practice. | |
| PRIORITIES | VALUES |
| ***OUR VISION***  *BY 2050, EVERYONE IN OUR COMMUNITY ENJOYS THE BEST HEALTH AND WELLBEING IN VICTORIA.*  **OUR PURPOSE**  *PROVIDE BEST CARE, EVERY PERSON, EVERY DAY, SO THAT EVERYONE FEELS BETTER.*  **Strategic Priority 1**: Deliver Best Care  **Strategic Priority 2**: Invest to improve  **Strategic Priority 3**: Ensure Our Future | **RESPECT**  We RESPECT the people we connect with  **COMPASSION**  We show COMPASSION for the people we care for and work with  **COMMITMENT**  We are COMMITTED to quality and excellence in everything we do  **ACCOUNTABILITY**  We take ACCOUNTABILITY for what we do  **INNOVATION**  We drive INNOVATION for better care |

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| **PROGRAM LEADERSHIP** |  |
| The Program Manager Acute Intervention Services (AIS) has broad responsibilities for leadership, clinical and operational management of this program within MHDAS. The current programs within AIS are;  * Acute bed based service including ECT * Sub-acute bed based service * Community Rehabilitation bed based service * Emergency Mental Health * Community Acute Intervention Services * Phone triage services * MHARS-Geelong Magistrates Court  Currently, the 3 programs within MHDAS are:  * Acute Intervention Services * Continuing Care Services * Enterprise Services   The responsibilities for each program are shared between the Program Manager and Clinical Lead, reporting to the Clinical Director and Co-Director.  As the responsibilities are shared, it is a requirement that on at least a 12 monthly basis, high level responsibilities between the Program Manager and Clinical Lead role are clearly articulated and agreed to in writing. This is to ensure that both parties understand clearly who has final responsibility for a particular function of the program. The process to achieve this will be facilitated by and eventually signed off by the Clinical Director and Co-Director, MHDAS. | |

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| POSITION DIMENSION & DECISION MAKING AUTHORITY: | KEY COMMUNICATION CONTACTS (INFORMED): | |
| Without referral to Manager (RESPONSIBLE)   * Day to Day clinical and operational leadership * Budget expenditure, planning and monitoring for program areas within delegated authority * Human resource management, leave management and industrial relations management for program areas * Line management of direct reports incl. annual performance reviews * Incident and complaint reporting, monitoring and resolution * Program quality improvement activities   After Consultation with Manager or others (CONSULTED)   * Complex performance management * Complex industrial relations including impact statements * Major service development and/or change in clinical direction * Development of business plans * Recruitment and variations to substantiated positions including higher duties for longer than one month   Referred to Managers or others (CONSULTED)   * Expenditure beyond delegation authority or outside planned budget Partnership agreements | Purpose/Frequency of Contact | Contact/Organisation |
| * Line management supervision and advice * As required for clinical advice and governance * Meetings as required for leadership, coordination and planning of service delivery * Line management supervision, performance appraisals and as required for service delivery * As required for coordination of services and contractual arrangements | * Clinical Director MHDAS * Co- Director MHDAS * MHDAS Executive Team * Program Team Managers * BH departments beyond portfolio * Community Partners and Agencies |

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| KEY ACCOUNTABILITIES: | | |
| Key Result Area | Major Activities | Performance Measures |

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| Effective, high quality and responsive recovery oriented clinical service delivery. | * Provide strategic and professional leadership to ensure contemporary evidence based practice and/or best practice in the treatment of consumers accessing the service * Provide strategic leadership in the promotion of a recovery oriented service * Participate in the development and implementation of the MHDAS model of care * Promote capacity for responsiveness to the needs and concerns of consumers’ families and carers. * Provide leadership to ensure that service is effective and equitable and meets the needs of clients and their families * Provide strategic leadership aligned with the Barwon Health Strategic Plan, Barwon Health Business Plan and National Mental Health Standards to ensure care is delivered in line with service and legislative direction * Provide oversight to ensure KPIs are met. * Oversee compliance with Barwon health policies and procedures in all aspect of service delivery. * To oversee and assist direct reports to monitor and respond to complaints and feedback in a timely fashion. * Monitor compliance and oversee contractual | * Clinical guidelines reflect best practice and/or evidence based treatments for consumers accessing the service * Evidence of monitoring of clinical practice within the service including regular documented clinical review processes and auditing of compliance with ACE guidelines with respect to clinical documentation and clinical practice standards * Evidence of participation in relevant model of care project groups * Evidence of consumer and carer consultation and inclusiveness in program areas. * Evidence of clinical standards consistent with National Mental Health Standards * Evidence of achievement of KPIs at identified completion rates. * Evidence of response to complaints and feedback. |
| Effective, supportive and responsive leadership and management | * Be accountable for the operational management of program areas as allocated by the Clinical Director of MHDAS * Lead program areas to ensure understanding and alignment with the Barwon Health vision, strategic plan and business plan. * Develop in consultation with MHDAS executive and team manager’s clinical and operational targets for individual program areas. * Ensure targets for program areas are effectively met through oversight and management of team managers. * Participation in the strategic and business planning for MHDAS. * Through an engaging leadership style develop an environment that encourages commitment, creativity, participation, ownership, achievement and recognition * Complex Human Resource Management in identified program areas including industrial processes, grievance and disciplinary processes. | * Evidence of alignment with program areas to the Barwon Health Vision, strategic and business plans * Evidence of strategies for engagement in response to culture survey results. * Evidence of competency in Mercury IT Recruitment system and Employee Self Service system * Evidence of compliance with HR and industrial processes in line with BH policies and procedures * Evidence of staff competencies completed and updated registration/practicing certification requirements for all clinical staff |
| Fiscal accountability and resources management | * Oversee and monitor program budgets responsible to the position to ensure alignment with proposed budget and efficient and effective use of resources * Lead the development and maintenance of budgets for relevant programs within delegated authority * Ensure budgets within individual program areas are met through oversight of team managers * Provide timely and accurate management of Mental Health administration, accounts payable, and accounts receivable in collaboration with the Director | * Evidence of adherence to budget. * Evidence of appropriate engagement in budget development and maintenance * Evidence of appropriate expenditure practices * Evidence of appropriate use of resources |
| Effective and efficient information and knowledge management | * Participate in relevant leadership, clinical, operational and project committees as identified with Clinical Director MHDAS * Maintain confidentiality as per privacy legislation on all issues relating to the organisation, the clients of the service and staff * Be competent in reporting on clinical practice standards compliance, population health data and other relevant data reports for service improvement planning | * Evidence of sustained communication practices throughout program area * Evidence of regular attendance and proactive participation in relevant leadership and management forums * Evidence of monitoring and managing variances in compliance with confidentiality guidelines * Evidence of competency and training in the use of relevant information management tools |
| Quality and Safety | * Lead continuous improvement within designated program areas * Participate in and support the accreditation process including regular audit schedules as required. * Develop, review and manage data for KPIs and other relevant outcome data to ensure regular feedback loop for service planning and improvement. * Develop and monitor relevant consumer feedback for program areas * Regular review of all Riskman incident data * Regular follow-up of Riskman incidents, case reviews or RCA | * Evidence of quality improvement projects completed in program * Evidence of participation in accreditation and audits * Compliance with all Mental Health & Drug Alcohol Service clinical audits and recommendations * Evidence of consumer feedback in program areas * Participation in and recording of root cause analysis, case reviews and team self- assessments where indicated * Monitoring of resolution and finalisation of Riskman items according to MHDAS procedure |

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| Occupational Health and Safety | * Ensure all appropriate actions are taken to implement OH& S policy and procedures and relevant legislative requirements * Ensure review of any incident/accidents or potential hazards in accordance with Barwon Health Policies and Procedures including effective reporting via Riskman * Assist in the planning, development and implementation of OH&S improvement measures. * Promote professional conduct and behaviour as identified by the Barwon Health Code of Conduct including the Bullying and Harassment policy | * Regular and timely review and management of Riskman items related to OH&S * Support to designated OH&S representative for the relevant sites |
| Professional Development, Education and Research | * Engage in professional development with respect to contemporary health care delivery * Participation in own performance review and identified professional development * Ensure the attendance of direct reports at appropriate staff in service education program specific to the individual and strategic requirements of the service * Provide a supportive environment for relevant Mental Health and Drug & Alcohol research to be undertaken by program staff where able | * Evidence of attendance to own line management supervision meetings * Participation in annual performance review and identified training and development * Evidence of staff attendance to training programs in line with MHDAS priorities and model of care * Evidence of contribution and support of research * Participation and implementation of 90 day plan as agreed with Director |

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| Information Management | * Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained * Abide by the Organisation’s requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department * Ensure patient information is accurate and only released in line with the Health Records Act requirements | * Documentation audits |

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| Occupational Health and Safety(OHS) | * Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service * Report any incidents or potential hazards in accordance with Barwon Health policies and procedures including effective reporting via RiskMan * Assist in the planning, development and implementation of OHS measures * Demonstrates a commitment to health and safety in line with Barwon Health OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow * Investigates OHS incidents and hazards involving direct reports and implements controls to reduce future risk * Supports the Injury Management/Return to Work process for any direct reports who sustain a work related injury or illness * Performs the role of area/department emergency warden if designated as the area/department person in charge | * Evidence via line management records of compliance with OHS policies and procedures * Participation in team meetings where key OHS issues are discussed and resolved * Evidence of hazard and incident reporting using RiskMan, and of OHS investigations occurring when a work related injury/illness has been sustained by a direct report/team member * Evidence of participating in the Injury Management/Return to Work process when a work related injury/illness affects a direct report/team member * Maintains compliance with mandatory OHS training requirements for both self and team |
| Other Duties | * Exhibits a commitment to the Barwon Health’s values including team based above and below the line behaviours * Undertake special projects or reports required by the Manager on a wide range of issues * Report all incidents through the incident management system * Practice in accordance with the relevant health care or industry standards * Demonstrate an understanding of appropriate behaviours when engaging with children * Complete mandatory training and education * Comply with relevant Barwon Health policies and procedures * Participate in quality improvement activities * Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness | * Barwon Health values modelled at all times * Professional Development Review * Demonstrated use of incident management system * Adherence to applicable health care or industry standards * Demonstrated completion of mandatory training * Adherence with Barwon Health policies and procedures * Adherence with Child Safe Standards * Active participation in required quality improvement activities |

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| KEY SELECTION CRITERIA – LEADERSHIP CAPABILITY FRAMEWORK: [Leadership Capabilities](https://onepoint.barwonhealth.org.au/corporate/workforce-and-culture/Developing%20your%20Workforce/_layouts/15/WopiFrame.aspx?sourcedoc=/corporate/workforce-and-culture/Developing%20your%20Workforce/Documents/Leadership%20Capability%20Framework.doc&action=default&DefaultItemOpen=1) - Leading Others | | | |
| AWARENESS OF SELF | COMMUICATE | RELATIONSHIPS | RESULTS |
| **Builds and maintains resilience:**   * Persists and focuses on achieving objectives, even in difficult circumstances * Encourages others to take a resilient and optimistic approach at work | **Communicates clearly:**   * Uses non-threatening language to address and defuse challenging situations before they escalate * Provides rationale for decisions * Shares information and keeps others informed and up-to-date about what is happening * Explains complex information using language appropriate for the audience | **Works in teams:**   * Gains trust and support of others * Implements formal and informal team-building activities * Fosters teamwork and rewards cooperative and collaborative behaviour * Resolves team conflict using appropriate and respectful strategies | **Supports a shared purpose and direction:**   * Shows personal commitment to the **mission, vision and values of Barwon Health** * Provides direction to others regarding the purpose and importance of their work aligned with the **mission, vision and values of Barwon Health** |
| **Demonstrates commitment to personal development:**   * Critically analyses own performance * Is open to feedback and is responsive in adjusting behaviour | **Listens, understands and adapt to others:**   * Assesses the emotions of others and then adapts words, tone, and gestures accordingly * Encourages others to share their view point and ideas | **Develops others:**   * Takes time to understand the career objectives of team members * Provides coaching, training opportunities for team members * Promptly identifies and constructively addresses under-performance * Attracts and selects new staff that live the **Barwon Health Values** | **Displays openness to change:**   * Encourages others to be flexible and understand the impact of and benefits of change * Recognises and reinforces the behaviours of those who embrace change |
| **Exemplifies personal integrity and professionalism:**   * Models the **Barwon Health Values** and **Code of Conduct**, * Confronts and deals with inappropriate behaviours in alignment with the **Barwon Health Values** and Code of Conduct * Demonstrates consistency between words and actions | **Influences positive outcomes:**   * Establishes credibility * Listens to and evaluates differing ideas * Discusses issues credibly and thoughtfully * Promotes awareness and support staff to implement health literacy principles in practice aligning with the [Health Literacy Strategy](https://system.prompt.org.au/Download/Document.aspx?id=34496263&code=493E8691A27329126119420AD62ABBE7) | **Values individual differences and diversity:**   * Encourages the exploration of diverse views * Creates inclusive teams in which a diversity of people feel they are valued and respected * Discerns the differing and preferred working styles of individuals and uses this information to enhance the operation of teams | **Takes accountability for achieving quality and excellence:**   * Challenges self and the team to achieve high quality results aligned with **mission, vision and values of Barwon Health** * Looks for new or better ways of doing things and takes action |

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| **KEY SELECTION CRITERIA - SPECIALIST KNOWLEDGE:** |
| QUALIFICATIONSESSENTIAL:Formal professionally recognized qualifications in relevant health field (i.e. Nursing, Occupational Therapy, Social Work or Psychology).Relevant professional registration.Current Victorian Drivers Licence.Clinical mental health background meets classification definitions under appropriate Award / Agreement.Significant leadership experience.Completion of or currently progressing towards a post graduate qualification in leadership or management.DESIRABLE:Post graduate qualification in public health or business management.EXPERIENCE and / or SPECIALIST KNOWLEDGEESSENTIAL:Leadership and operation management skills working in a complex health environment with multiple funding streams.Proven ability to lead, manage and motivate staff.Ability to analyse and interpret data.Demonstrated robust communication and interpersonal skills.Effective in decision making and evidence of this.Conflict management skills.Proven ability to deliver negotiated outcomes.  * Demonstrated ability to lead and sustain system changes. * Demonstrated experience engaging with the relevant EBAS, and industrial and union partners. |